



MILWAUKEE COUNTY
Behavioral
Health
Division

myAvatar™

Tips and Tricks



Error Correction Request Form and Widget

The Error Correction Request Form is for error correction requests in forms used for documentation in Avatar. Use the following guidelines to determine the proper workflow for correcting documentation errors.

- Step 1- Notify your Supervisor to help assess the level of urgency.
- Step 2- **For high urgency issues** (i.e. most BHD inpatient corrections, patient care may be compromised if correction is not entered immediately, patient is being prepped for discharge and documentation must be completed ASAP, clinician won't be available in the coming days for follow-up):
 - Complete the correct documentation on the correct client and episode of care.
 - Complete the Error Correction Form for appropriate action.
- Step 2- **For low urgency issues** (i.e. minor errors in documentation that don't compromise patient care, client is not being discharged soon or in an outpatient episode of care):
 - Complete the Error Correction Form for appropriate action.
 - Wait for direction from the error correction team before doing anything more.
- Step 3- Use the My Error Corrections Widget to follow-up with corrections team as needed. Complete additional data entry in the Error Correction Request Form if required.

Completing the Error Correction Request Form

With the client selected, open the Error Correction Request Form. In the episode pre-display, select the episode of care where the error exists. Click OK.

Episode	Program
3	43A Intensive Treatment Unit
2	Observation
1	Psychiatric Crisis Services

OK Cancel

Your name and the episode of care default into the form. Complete all red required fields in the top section of the form.

Error Correction Request

WHERE is the problem?
WHAT is the problem?
REQUIRED INFORMATION...
CORRECT CLIENT & EPIS...
ENTER **CORRECT** PR...
PREFERENCES AND COM...
ADDITIONAL INFORMATI...
Error Correction Action ...

This form is for error correction requests ONLY. For other Avatar-related issues, please call the Avatar help desk at 855-400-0797.

-Date of Error Correction Request-
[Red box around date field]

-Error Correction Requested By-
Susanne Morris (Avatar User Experience) (SMorris)

-Episode for this request-
438 Adult Acute Unit

-Requestor's eMail Address (if not a BHD employee)-
[Red box around email field]

-Who is your supervisor?-
[Red box around supervisor field]

-Requestor's Contact Phone Number-
[Red box around phone field]

In the next section of the form, indicate where the problem exists (i.e. progress note, treatment plan). Depending on the problem, complete the necessary red required fields, and any other information that will help the review team process the request.

WHERE is the problem?

-Where is the problem-
☒ Progress Note
☐ Treatment Plan
☐ Assessment
☐ Problem with Admission/Episode
☐ Problem with Scanned Document

-Progress Note Form-
☐ Individual Progress Note
☐ Crisis Progress Note

-What is Progress Note Based on?-
☐ Independent Note
☐ Existing Appointment
☐ New Service

Note Type
[Red box around dropdown]

-Form Author-
[Red box around text field]

Complete the remainder of the form as needed for the specific error correction request. As above, depending on the error, various sections of the form will have red required fields to complete. Add comments as appropriate and click Submit.

Error Correction Request

WHERE is the problem?
WHAT is the problem?
REQUIRED INFORMATION...
CORRECT CLIENT & EPIS...
ENTER **CORRECT** PR...
PREFERENCES AND COM...
ADDITIONAL INFORMATI...
Error Correction Action ...

Submit

WHAT is the problem?

-Progress Note Correction - What's the Problem?-
☒ Right Client, Wrong Episode
☐ Wrong Client
☐ Wrong Note Type
☐ I need to edit the narrative
☐ Wrong Service Date
☐ Wrong Service Code
☐ Wrong Duration
☐ Wrong Program
☐ Add, Remove, or Change Co-Practitioner
☐ Other

-Non-Progress Note Correction - What's the Problem?-
☐ Wrong Episode
☐ I need to edit the content
☐ Wrong Plan Start Date
☐ Other

Specify Other
[Red box around text field]

REQUIRED INFORMATION FOR SOME PROGRESS NOTES - ENTER **EXISTING INFORMATION HERE**

For progress notes, we need more information. Please provide accurate information to help us locate the exact note you're referring to. Please enter the progress note information as it CURRENTLY exists. You can enter the correct information below.

-Service Code-
[Red box around dropdown]

-Service Date-
[Red box around date field]

-Duration-
[Red box around dropdown]

CORRECT CLIENT & EPISODE

-Current Client-
[Red box around dropdown]

-Correct Episode-
EP 1- Psychiatric Crisis Services (03/26/2018 - 03/27/2018)

ENTER **CORRECT PROGRESS NOTE INFORMATION HERE**

-Correct Service Code-
[Red box around dropdown]

-Correct Service Date-
[Red box around date field]

-Correct Duration-
[Red box around dropdown]

-Correct Program-
[Red box around dropdown]

-Correct Note Type-
[Red box around dropdown]

PREFERENCES AND COMMENTS

-What kind of correction do you prefer?-
☐ VOID -- I Want to Start Over
☐ VOID -- I Submitted This in Error
☐ Revert to DRAFT so I can make changes
☐ Move to Correct Episode
☐ Move to Correct Client
☒ Other / I'm Not Sure, Please Advise

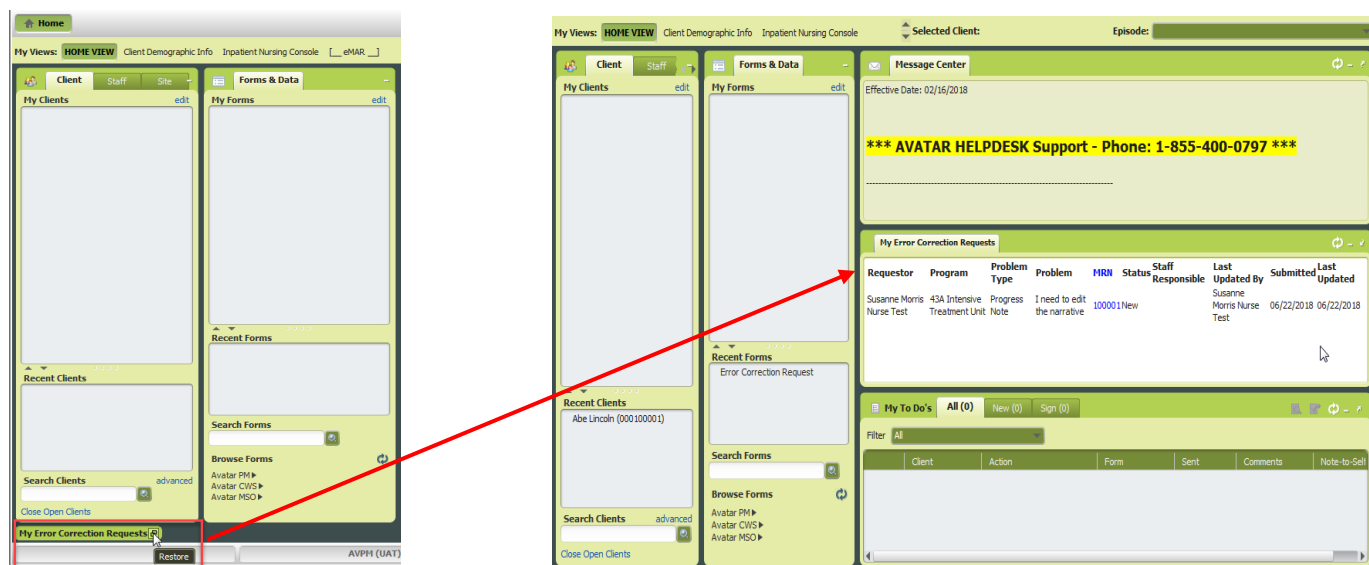
Comments
[Red box around text area]

If you are unsure of the type of correction needed, select Other in the preferences and comments section and the error correction staff will make the proper determination.

PREFERENCES AND COMMENTS

-What kind of correction do you prefer?-
☐ VOID -- I Want to Start Over
☐ VOID -- I Submitted This in Error
☐ Revert to DRAFT so I can make changes
☐ Move to Correct Episode
☐ Move to Correct Client
☒ Other / I'm Not Sure, Please Advise

To monitor the progress of your error correction request, use the My Error Correction Requests widget available on the Home View. Note- you may need to restore the widget to make it available for viewing.



Once the error correction request is received, the status will change from New to Working.

My Error Correction Requests									
Requestor	Program	Problem Type	Problem	MRN	Status	Staff Responsible	Last Updated By	Submitted	Last Updated
Susanne Morris Nurse Test	43A Intensive Treatment Unit	Progress Note	I need to edit the narrative	100001	New		Susanne Morris Nurse Test	06/22/2018	06/22/2018

If the error correction request team needs additional information to process the request, the widget status will change to Additional Info Requested. Click on the blue MRN number (hyperlink) to provide additional information on the error request form.

My Error Correction Requests									
Requestor	Program	Problem Type	Problem	MRN	Status	Staff Responsible	Last Updated By	Submitted	Last Updated
Susanne Morris Nurse Test	43A Intensive Treatment Unit	Progress Note	I need to edit the narrative	100001	Additional Info Requested	Ellen Pollman	Susanne Morris Nurse Test	06/22/2018	06/22/2018

If applicable, select the appropriate error correction incident and click Edit.

Date of Error Correction Request	Error Correction Requested by	Where is the problem	Error Correction Status
05/23/2018	NTST SANDY MITCHELL	Progress Note	Additional Info Requested
05/31/2018	NTST SANDY MITCHELL	Problem with Admission/Episode	Complete
06/22/2018	Susanne Morris Nurse Test	Progress Note	Additional Info Requested

Buttons: Add, Edit, Delete, Cancel

Scroll down to the bottom of the form (Additional Information Requested/Provided) and provide the additional information requested by the reviewer. **It's important to select the Yes box** to notify the requester that you have provided the information requested. Click Submit.

Buttons: Submit, Add, Edit, Delete, Cancel

Additional Information Requested / PROVIDED -- if applicable

Additional Information Requested

Did you create a new note with the additional information?

Additional Information Provided

No. Please revert my note to Draft so that I can add to the narrative.

Additional Information Provided (CHECK HERE to notify Error Correction Supervisor that you've provided the requested information)

☒ Yes

Once the error correction action is complete, the Status will show as Complete on the widget. Click on the MRN number and review the action taken if needed. You can now complete/update your documentation, as appropriate.

Requestor	Program	Problem Type	Problem	MRN	Status	Staff Responsible	Last Updated By	Submitted	Last Updated
Susanne Morris Nurse Test	43A Intensive Treatment Unit	Progress Note	I need to edit the narrative	100001	Complete	Ellen Pollman	Susanne Morris Nurse Test	06/22/2018	06/22/2018

If needed, you can review the description of action taken in the last section of the form. However, **do not enter data in this section** as this area is reserved for staff correcting errors only.

Buttons: Chart, Error Correction Request, Add, Edit, Delete, Cancel

Error Correction Request

WHERE is the problem?

WHAT is the problem?

REQUIRED INFORMATION...

CORRECT CLIENT & EPIS...

ENTER **CORRECT** PR...

PREFERENCES AND COM...

ADDITIONAL INFORMATION...

Error Correction Action and Resolution (For staff correcting errors ONLY)

Error Correction Status

☐ New

☐ Working

☐ Additional Info Requested

☐ On Hold / Other

☒ Complete

Staff Responsible for Correction

Ellen Pollman

Date Correction Complete

06/22/2018

Reason for On Hold or Other Status

Description of Action Taken

Note has been reverted to Draft.

Buttons: Submit